

## Eastwood Housing Co-operative

Policy Number 215

Policy Title: Arrears Handling and Documentation

Committee Approval Date: N/A

Revised: N/A

Board of Directors Approval Date: 17 October, 2013

27 March, 2017

General Membership Approval Date: 24 October, 2013

30 March, 2017

Arrears must be handled carefully and accurately to ensure the viability of the Co-operative and the reputation of the Member. The onus must rest initially with the Treasurer to ensure that the records kept are accurate and complete and with the Board of Directors to ensure that the arrears are paid in a reasonable manner.

Housing Charges are payable each month on the 1<sup>st</sup> day of each month. In every case where the Member fails to pay their housing charges on the 1<sup>st</sup>, they will be deemed to be in arrears and the Treasurer will notate them as such.

If the Member has made a reasonable request for his/her cheque to be held until the 15<sup>th</sup> of the month, the Treasurer will ensure that payment is made and that the cheque has cleared the bank/credit union. If the cheque has done so, the notice of “in arrears” will be withdrawn.

If the Member has failed to meet their obligations for payment on the 1<sup>st</sup> of the month (or with permission the 15<sup>th</sup>), the Treasurer will follow the process specified in **Policy 408**. This will include both written notice to the Member and referral to the Board of Directors.

The Treasurer will maintain two separate running files. One will be the record of payments made properly by each Member. The other will show any and each arrears amount. Together with this latter case will be a record of each and every payment made toward that specific arrears.

Ex. Unit A, with a housing charge of \$545.00 per month, is in arrears for the month of August, 2013. The Treasurer will write to the Member and notify the Board. Upon receipt of an agreement for repayment, the Treasurer will establish a file that shows the Member’s name, the amount of arrears, the date of arrears, the date of agreement and each payment made specifically on those arrears. At no time will any of the current housing charge cheque be applied to arrears.

This will ensure that the Member’s current charges are applied to present obligations and that outstanding issues are handled separately and followed closely.